



Virginia Social Services System Strategic Planning Steering Committee

Meeting Minutes February 22, 2005 1:00 a.m. to 3:00 p.m. Home Office & Video Conference Locations.

Attendees: Members - Commissioner Jones, Mark Johnson, Valerie Cuffee, Cookie Roberts, Donna Douglas, Vicky Collins, Dana Paige, Diana Hutchens, Sarah Snead, Jane Conroy, Ray Goodwin, Duke Storen, Harry Sutton, David Mitchell, Nick Young, Clarence Baker,
Staff – Margaret Schultze, Marcella Williamson
Facilitator – John Wheatley
Scribe - Jeanine LaBrenz

I. Call to Order, Introductions

John Wheatley called the meeting to order, and conveyed the absentee regrets for Betty McCrary, Dottie Wells, and Gordon Ragland.

II. Minutes

John asked for approval of the January 24th Minutes. The Minutes were approved with changes. Valerie Cuffee was at the last meeting and her name will be added to the attendee list.

III. Review Action Items List

The Committee reviewed the Action Item list:

Item 66: Present to the Steering Committee for approval, the GOAL 7 Committee Membership and GOAL Plan.

Clarence Baker noted that he is having trouble getting new members. This is making it difficult to move forward. Commissioner Jones encouraged Clarence to move ahead with the members available. He also requested David to send a member name to Clarence from financial management. Item Open

Item 72: Draft a new Section in the Charter to define the process for updating the Plan.

John requested that this item be placed in the parking lot until the statewide Planning Process is implemented. This new section can then be aligned with the new process. The committee agreed. Item Closed

Item 73: Develop a strategy for proceeding with a review, alignment, and integration of existing plans.

This item is still a work in progress. Item Open.

Item 75: Brief Sarah Snead on the work of the Committee to date in preparation to become a member.

John met with Ms. Snead and briefed her on the Committee and its mission and history. Item Closed

Item 76: Add suggestions from the Committee to the FAQ section of the Web site.

John has received suggestions and added them to the FAQ document. The committee reviewed the document and approved it for publication. Item Closed.

Item 80: Move the Leadership Development section of Goal 2 work plan to Goal 7.

Task not complete. Item Open

Item 81: Send electronic copies of handouts from the Goal 5 Presentation of 1/24 to John for distribution to members.

Handouts sent. Item Closed

Item 82: Goal 5 re-design necessary to capture data from the entire Social Services System.

Phyllis reported that, after discussion with the VLSSE HR Committee, it has been decided to address issues with LETS so that localities will enter data necessary for system-wide data. Phyllis offered her staff to agencies having problems (mostly deviating agencies) to align LETS with local data fields.

Donna Douglas suggested that regular monitoring of LETS input by state staff would encourage full entry. Item Closed

Item 83: John and Phyllis will work on EEO performance measures for the Web.

Performance measures have been reviewed and are on the Web Site. Item Closed

Item 84: John present mock-up of Web page with Goal Performance Plan Reports.

The mock-up was approved. The web site will be modified. Item Closed.

Item 85: Committee members contact John with any changes/comments needed in the current copy of the Strategic Plan.

John has received comments. Changes will be made and the document placed on the Web Site. Item Closed

III. Reports

GOAL 6 Progress Report: David Mitchell

Progress has been slow because of urgent financial management issues. The measures are out on the Web and David distributed graphs showing the measures.

There was some discussion about whether the graphs give enough detailed information early enough. The consensus seemed to be that they are fine for monitoring against the Goal 6 plan but are not management reports to track business results.

GOAL 4 Progress Report: Mark Johnson

The Goal Committee has delivered its two survey instruments and has used them in pilot mode. The Local Services satisfaction survey went to eight agencies and the satisfaction rate was 86%. Once the Plan is operational across the state, the Committee will develop a way to run the survey monthly. The State Services Satisfaction survey was presented to 13 localities in a pilot. The satisfaction rate was 68%. He noted that it is a very positive symbolic gesture to have asked for input on state operations.

Mark stated that his Committee is ready to move on full implementation of the survey tools, but does not want to proceed until the entire plan is implemented. He suggested a kick-off event is necessary to let agencies understand that the plan is a go and where agencies fit in the process. There was discussion about whether such an event was necessary, since many pieces of the plan are already in process. The group consensus was that a high visibility kick-off event would be very beneficial.

Mark will head a work group to plan the statewide event. The following members volunteered to help with the planning: Marcella Williamson, Cookie Roberts, Jane Conroy, John Wheatley, Ray Goodwin, and Dana Paige. The group will meet by teleconference and report progress by the next Committee meeting.

IV. New Business

The next meeting dates have been set:

- 8 March 30 at 10:00 at the Henrico site with a teleconference.
- 8 April 27, 10:00 a.m.
- 8 May 18, 10:00 a.m.
- 8 June 29, 10:00 a.m.

V. Adjourn

The Meeting adjourned at 12:45 a.m.